THE NAVAJO NATION

Class Code: 1871
Information Technology Series
Information Systems Group
Overtime Code: Non-Exempt
Pay Grade: 61

SENIOR INFORMATION SYSTEMS TECHNICIAN

DEFINITION: Under general supervision, performs work of routine difficulty in providing technical assistance and support for a variety of information systems equipment hardware and software and serves as the Local Area Network (LAN) or departmental system administrator and assists in determining the microcomputer hardware and software system requirements and specifications, and installation, maintenance and upgrade of hardware and software for data communications; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Perform a variety of complex duties in support of microcomputer systems hardware, software, peripheral printers and related equipment; troubleshoots and diagnoses equipment problems to ensure functional operation; participates in the planning, implementation and installation of new desktop computer units and/or peripherals; confers with and assists end users and information systems staff in the evaluation, selection, acquisition and implementation of computer hardware and/or software solutions; installs and maintains servers on local area networks; performs network device configurations, workstation set ups and assigns nodes or network address definitions; installs and monitors performance of servers on local area networks; coordinates system and LAN changes with users; performs diagnostic and problem resolution with network support staff; participates in formulation of integrated support plans for multiple local area networks.

Provides technical assistance to other information systems staff; installs, tests and configures hardware and software applications and programs; determines communication needs for new equipment installation; participates in the planning, implementation and installation of new desktop computer units and/or peripherals; coordinates major equipment repairs; conducts user training on systems and software; trains users on microcomputer operation and functionality; prepares reports as required; attends and participates in meetings; stays abreast of new trends and innovations in the field of information technology microcomputer systems support and network issues; writes technical documentation and user manuals; participates in systems recovery and emergency assistance; may supervise lower level technicians or other assigned workers.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of data processing and computer systems terminology.
Knowledge of microcomputer hardware and software terminology.
Knowledge of basic principles and practices of microcomputer hardware and software operations.
Knowledge of basic methods and techniques of determining microcomputer hardware and software problems.
Knowledge of methods and techniques of setting up computer production jobs.
Knowledge of personal computer hardware and software components.
Knowledge of modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications.
Knowledge of principles and procedures of record keeping.
Knowledge of basic mathematical principles.
Knowledge of operational characteristics of various computer hardware and software applications.
Knowledge of methods and techniques used in trouble shooting various computer application, hardware and software problems.
Knowledge of pertinent Federal, State and local codes, laws and regulations.

SENIOR INFORMATION SYSTEMS TECHNICIAN

Skill in installing, maintaining, operating and troubleshooting microcomputer systems hardware and software problems.
Skill in troubleshooting and analyzing microcomputer hardware and software problems.
Skill in troubleshooting network problems.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work requires climbing, lifting, carrying, and moving computer equipment and peripherals weighing up to 50 pounds with potential exposure to dirt, heat and humidity when installing computer cabling in ceilings or crawl spaces.

MINIMUM QUALIFICATIONS:
- An Associate's degree in Computer Science or related field; and four (4) years of information systems hardware and software installation and maintenance experience, computer programming, network services, systems support or production support.

PREFERRED QUALIFICATIONS:
- A Bachelor's degree in Computer Science or related field.
- Microsoft Certified Training.
- Possess a valid state driver's license.
- Experience in computer programming.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.